

▶ HAPPY HOLIDAYS.....	1
▶ NEXT GENERATION 9-1-1.....	2
▶ SYSTEMS UPDATE.....	2
▶ REGIONALIZATION.....	3
▶ FISCAL UPDATE.....	4
▶ EQUIPMENT DISTRIBUTION PROGRAM	4
▶ TRAINING.....	5

Issue 12 | Volume 2 | December 2014

Massachusetts State 911 Department Newsletter

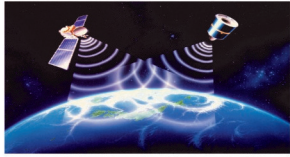


From left to right: Monna Wallace-Programs Director, Tom Ashe-Deputy Director, Grant Harrison-EDP Manager, Frank Pozniak-Executive Director, Karen Robitaille-Fiscal Director, Louise McCarthy-General Counsel, Norm Fournier-911 Systems Director

HAPPY HOLIDAYS

The Massachusetts State 911 Department would like to wish you all a safe and happy holiday season!





***GIS* “A point for every address and an address for every point”**

A key component to NG9-1-1 call routing is geographic information system (GIS) data. MassGIS is reviewing address data for each municipality and is in the final round of address scrubbing. MassGIS will be reaching out to each municipality to ensure there is a point for every address and an address for every point. There are multiple phases of getting addresses NG9-1-1 ready. One of those phases requires the cooperation of the municipalities to maintain the current address list and to update the list when new addresses are created. This critical effort is necessary to get the GIS address database ready for NG9-1-1. When MassGIS calls your PSAP with questions please be as responsive as you can, understanding you have a busy schedule. Having accurate GIS data is crucial to NG911 call routing. If MassGIS doesn't have an address then the call may not map or route properly. MassGIS is doing all the work they can before engaging the municipalities, but they will still need your help.

If you have any questions regarding the GIS effort for NG9-1-1, please feel free to call Michael Warner at MassGIS at (617) 626-4617 or contact him via email at michael.warner@state.ma.us.

Updates from our Systems Division



If your PSAP is planning on relocating, renovating or regionalizing, please notify the State 911 Department. The NG9-1-1 installation schedule will be impacted by moves, adds, and changes (MACs) at the PSAPs. Having planned MAC information now will be helpful in finalizing the NG9-1-1 schedule. Please contact Jeff Jeffers if you are planning any moves or renovations. Jeff may be contacted by phone at (508) 821-7213 or email at jeff.jeffers@state.ma.us.

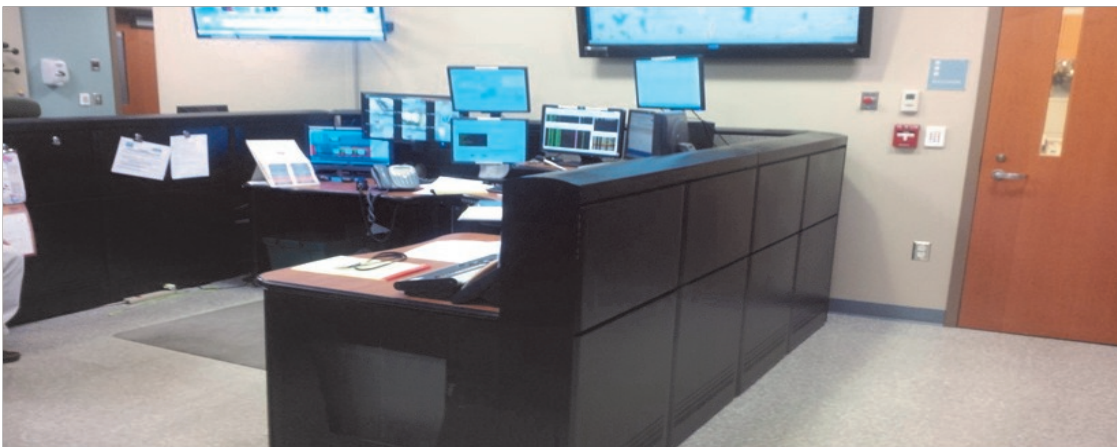
The DSS digital logging recorder (DLR) software upgrades continue. This software upgrade is part of the NG9-1-1 project to prepare the Equature DLR to be NG9-1-1 ready. The software upgrade also provides better monitoring for troubles and reliability. Be assured that no user interface changes will occur as part of this upgrade. For those PSAPs that have not been upgraded yet, you can expect to hear from Doug O'Neill from the State 911 Department to schedule this work.

Regionalization efforts within the Commonwealth

Pursuant to Chapter 223 of the Acts of 2008, the State 911 Department has embarked on a program to incent regionalization of the Commonwealth's PSAPs through the Development Grant and Incentive Grant. The Guidelines for those Grants can be found on our website at www.mass.gov/e911. Two of the most recently completed regionalization efforts are described below. To date, there are 23 regional centers answering 9-1-1 calls for 126 municipalities across the Commonwealth. A regionalization map also can be found on our website at www.mass.gov/e911.



The South Worcester County Communications Center (SWCCC) became operational in late November 2014. The SWCCC is located at the Webster Police Department and includes the town of Webster and Dudley providing E9-1-1 call handling, dispatch services, and various ancillary duties. Through four Development Grant funding cycles the State 911 Department provided grant funding in the amount of approximately \$1.7 million for professional services, architectural and engineering services, tower foundation, radio console system, tower (and grounding), portable radios, console speakers, dispatch furniture/consolas, data conversion, fire alarms, chairs, and mobile data terminals. Greg Lynskey is the SWCCC Director.



The Wachusett Regional Emergency Communications Center (WRECC) became operational in early December 2014. The WRECC is located within the Holden Police Department and includes the towns of Holden and Princeton. In addition, the town of West Boylston has signed the governance agreement to join the WRECC following the completion of needed radio work. Through four Development Grant funding cycles the State 911 Department provided funding in the amount of approximately \$1.6 million for professional services, radio tower, microwave system, console upgrade, security system, and data conversion for the computer aided dispatch and records management system. Sean McKiernan is the Dispatch Supervisor.

Please contact Christine Wingfield @ 329-224-0911/ Christine.wingfield@state.ma.us for any questions regarding E9-1-1 consolidation efforts or to arrange meetings to discuss such efforts.

Updates from our Fiscal Division

December



The State 911 Department's Fiscal Division is focused on the processing of payments to PSAPs and RECCs under the State 911 Department's grants program. The State 911 Department greatly appreciates your cooperation, understanding and patience as we work to process reimbursement requests.



The State 911 Department grant guidelines request submission of reimbursement requests within thirty (30) days of the date on which the PSAP or RECC incurs the cost. As a point of clarification, the request shall only be submitted if other requirements have been satisfied. For example, if a PSAP or RECC submits payment for a course but the course is not complete until sixty (60) days after the payment is made, a reimbursement request may not be submitted to the State 911 Department until such time as the course is completed.



Wrap it up: Are you one of the **53** PSAPs that have not applied for your FY2015 Support and Incentive Grant OR one of the **60** PSAPs that have not applied for your FY2015 Training Grant and EMD / Regulatory Compliance Grant. Deadline to apply is less than 14 **weeks** away.....**APRIL 1, 2015.**



Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) is a program managed by the State 911 Department. Mass EDP provides landline telephones with specialized features to Massachusetts residents with disabilities. For example, if you have a hearing impairment, specialized phones are available with flashing lights, loud ringers and headset amplification. Some phones come with large buttons for those that are visually impaired. We also have high quality speaker phones with special accessories for people with limited mobility. Mass EDP has a variety of telephones that are designed to accommodate the needs of disabled Massachusetts residents.

The application process for the program is simple. In order to qualify, the applicant must have a disability verified by a doctor, and have a landline residential telephone service. If the applicant earns less than \$50,000 annually, the equipment is free of charge, and consumers are only responsible for the monthly charges already established through their telephone provider. The program provides a better quality of life, a higher level of independence, and the ability to call 9-1-1.

If you would like more information about this valuable program or to obtain an application please call the Mass EDP toll free number at 1-(800)-300-5658 during regular business hours Monday-Friday, 8:30 am-5pm, or visit our website at www.mass.gov/massedp.

Updates from our Training Division

Develop In-House training to improve your PSAP operations and fulfill the 16 hours of continuing education requirement!

During this past year the State 911 Department has spoken with several PSAPs looking for suggestions on how to meet the State 911 Department's continuing education requirement. One of our recommendations is to develop an in-house training program.

The best way to do this is to take a close look at your PSAP operations. As a manager/supervisor, if you find that you are continuously identifying the same issues within your PSAP, you should consider developing a lesson plan on topics that pertain to the areas that need improvement. You can also use *in-house* training to educate and refresh staff on EMD protocols, your CAD system, CJIS, Alarms, Fire Department and EMS protocols, and numerous other areas of PSAP operations. You can use in-house training to develop and implement a communications policy manual.

You can conduct these courses over weeks or months in 1-to 16-hour increments. To make the process easier, we have added two forms to our website at www.mass.gov/e911. Please click onto **Training and Programs**, scroll down to **E911 Training Forms**, and there you will find them. They are titled “**Communications Lesson Plan Form**” and “**Communications Training Attendance Roster**”.

Use the *Communications Lesson Plan* to document your lesson topic and include other pertinent information about the course. Once you have it completed, simply email it to 911deptgrants@state.ma.us for approval. If you are not the signatory on your training grant, the request must come from the person designated as the signatory for your PSAP. Once approved, you will be notified by the Fiscal Division that your course request is approved and you can begin training. Use the *Communications Training Attendance Roster* for documenting attendance at each course by requiring your staff to sign in at the beginning of each training session and sign out at the end. The roster can be submitted with your request for reimbursement and also provides you with a permanent record of each person's continuing education hours.

For more information about in-house training, please contact Monna Wallace, Director of Programs at monna.wallace@state.ma.us or 508-821-7220.



Update on Interpreter Services

In response to recent customer feedback, CenturyLink has implemented a new feature for PSAPs. **Effective December 11, 2014**, when waiting on hold for an available interpreter, 9-1-1 telecommunicators will hear a series of 3 beeps, followed by silence. These beeps will sound every 10 seconds, alerting you that you are still connected with Interpreter Services and are awaiting an interpreter connection.

Massachusetts

9-1-1

Help is
at your
fingertips.



www.mass.gov/e911



Massachusetts State 911 Department
1380 Bay Street
Building C
Taunton, Massachusetts 02780

SAVE A LIFE. STOP A CRIME. REPORT A FIRE.